2004

Annual Technology Report

Submitted by

Utah Chief Information Officer

October 2004

2004 Annual Technology Report

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Letter of Introduction
October 15, 2004

To: The Honorable Olene S. Walker, Governor, State of Utah
           Members of the Utah State Legislature
           Public Utilities and Technology Committee
           Utah Technology Commission

In accordance with Section 63D-1a-301 and 63D-1a-402 of the Utah Code Annotated, I am submitting the annual report of the use of information technology in the executive branch of Utah State government.

Information technology continues to be a critical tool in the hands of state government leaders in delivering the services requested by the Legislature to our citizens and businesses. We have made significant progress in delivering government services via the Internet and in leveraging web-based applications and processes for conducting the business of government.

Since last year's report, we have had a number of successful initiatives that have been recognized nationally for bringing us closer to the realization of the vision of a Digital State. Following on last year's recognition for the Utah.gov web portal as the number one state website in the nation, we were honored this year by the Center For Digital Government with a "Digital Government Achievement Award" for business.utah.gov, a specialized website directed specifically at assisting Utah's businesses in interacting online much more seamlessly with government. Also, the National Association of Chief Information Officers (NASCIO) recognized Utah's OneStop Business Registration as "runner-up" in the Government to Business category. Finally, Brown University's Center For Public Policy in an exhaustive survey of federal and state egovernment initiatives ranked Utah 3rd in the nation. This was especially gratifying since we scored 17th in 2003. In addition to the hard work of hundreds of dedicated state employees and our partners in the IT vendor community, these honors would not have been possible without the support of the Governor and our partners in the Legislature. The competition among the states for these awards continues to increase, making these accomplishments even more meaningful.

Although we are pleased with our progress, we are committed to continuing the history of leadership and success in Information Technology. We will continue to assess and change our business processes to reflect best practices. Implementation of web services continues to drive value in public and private sector organizations and we are poised to take advantage of this opportunity in a much broader scope. A government that is open and available to the public on a 24/7 basis is more efficient and responsive to the citizens and businesses, and is also more efficient for the government as well. We will reap the rewards of these new practices as we continue to work together and wisely apply the technology available to us. If we are to reap the full benefit of the web services vision, it will require us to act as a single enterprise instead of a collection of loosely affiliated agencies.

We appreciate the support of the Governor, the Legislature, the Cabinet, and others as we have struggled to adjust to the new opportunities that are available through innovations in technology and in our ability to visualize and implement them.

Sincerely,

W. Val Oveson, CPA
Chief Information Officer
State of Utah

Executive Branch Strategic Plan

Mission

Provide information technology services that achieve the business objectives of state government for the benefit of Utah citizens.

Vision

Our services enhance quality, efficiency, productivity, and service delivery of state government.

Values

We value taking reasonable risks.

We value leaders who articulate vision.

We value integrity, only making promises we can keep, and we keep every promise.

We value timely, honest, open, frequent, and clear communications with all parties.

We value talent, and support the training opportunities needed to maintain competency.

We value cooperation and collaboration, which creates a supportive work environment.

We value accountability for the quality of services, and measure that accountability.

We value differing opinions, and use them to create unified action.

Goal 1: Create and operate Utah government services online[1] that are accessible 24 hours a day, 7 days a week

> **Objective 1:** Identify, prioritize, and implement a comprehensive suite of appropriate on-line government services, products, and information.

> **Objective 2**: Identify and remove legal and legislative barriers to electronic commerce and on-line delivery of government services, products, and information.

> **Objective 3**: Increase adoption rates of on-line services by citizens, businesses, and employees.

> **Objective 4**: Collaborate with federal and local agencies to bring services, products, and information online.

Goal 2: Deliver integrated[2] enterprise[3] information systems and infrastructure that:
- Improve public access to state government functions
- Streamline processes to simplify agency/public interactions
- Meet the legal and business needs of state agencies

> **Objective 1:** Identify and implement governance processes related to the lifecycle of integrated enterprise projects including: project initiation (vision, scope, and charter); development, implementation, maintenance, ongoing enhancements, support, and termination of enterprise information systems.

> **Objective 2:** Advocate the enterprise vision throughout government.

> **Objective 3:** Identify and resolve barriers to integration.

> **Objective 4:** Establish and support state architectures[4] and standards.

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[1] On-Line: Accessible through the Web utilizing a Web browser (includes information and
services available on the Internet, intranets or extranets)

[2] Integrated: Two or more components merged together into a single system that performs multiple tasks. Software integration refers to applications that combine multiple business processes or functions in a single package—in this case across government agency "silos."

[3] Enterprise: This may refer either to meeting the needs of multiple departments within state government or multiple lines of business within an agency or department. The enterprise also may include federal, state and local government.

Objective 5: Identify and develop processes to fund integrated enterprise projects.

Objective 6: Manage state data as an enterprise resource.

Objective 7: Create and maintain a portfolio of potential enterprise projects.

Objective 8: Identify, and where appropriate create, common business practices.

Goal 3: Maintain a competent IT workforce

Objective 1: Create a professional development plan for State IT employees, business managers and product managers including the provision of training opportunities targeted toward the acquisition of new skills, while maintaining existing competencies. Reward employees for achieving competence.

Objective 2: Promote a competitive compensation plan to retain the IT workforce.

Objective 3: Develop a dual career pathway system with technical and management tracks.

Goal 4: Encourage the availability of affordable high-speed Internet access to every home, school, agency, and business to grow and enhance Utah's tech-savvy workforce and bring greater prosperity to the citizens and businesses of Utah

Objective 1: Survey the broadband coverage in Utah in order to understand the various methods being used to provide broadband services.

Objective 2: Identify the barriers to building out broadband coverage and identify possible solutions to the barriers.

Objective 3: Report findings and recommendations to the Governor and the Legislature.

Goal 5: Improve IT Governance

Objective 1: Establish an IT management and coordination structure to facilitate both statewide and agency missions and objectives. Determine the priority by which enterprise projects will be initiated, and how they will be funded and approved.

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[4] Architecture: The design of an information technology system or systems, including the interactions between them.

Objective 2: Focus all enterprise projects on the state's business plan, which is currently the Governor's 1000-day plan.

Objective 3: Examine the current IT governance model and clarify roles and relationships of the Governor's Cabinet, Sub-cabinet, Chief Information Officer (CIO) and staff, Product Managers, Assistant CIOs, and state agencies. Assess how well the current model is meeting the needs of all agencies regardless of size.

Objective 4: Create an inventory of enterprise projects that are being developed or that have been implemented.

Objective 5: Determine the scope of IT governance including which governmental entities should be included in executive branch IT governance and the changes needed to improve and streamline the IT planning and approval process.

Objective 6: Determine responsibility for day-to-day operational policy, and responsibility for audit compliance. Better define the role of ITS and determine conclusively if ITS is solely a provider of services or whether their role includes enforcing compliance.

Objective 7: Create an IT environment that fosters, encourages, and rewards collaboration.

Goal 6: Measure, track, and report performance and satisfaction with the delivery of services

Objective 1: Identify stakeholders' service expectations.

Objective 2: Implement a Balanced Score Card approach to develop, collect, and analyze performance data from four perspectives—financial, customer, operational and organizational.

Objective 3: Develop data collection and analysis competencies within agencies.

Objective 4: Develop a business case methodology, and where appropriate, cost benefit or ROI analyses for potential IT projects.

Goal 7: Ensure the confidentiality, integrity, privacy, and availability of data and other assets, and protect these assets from unauthorized disclosure, modification, or destruction

Objective 1: Establish an information privacy and security governance structure. Educate agencies and ensure compliance with statewide privacy and security rules, policies, and procedures (e.g. HIPAA, GLBA, FIRPA).

Objective 2: Categorize and organize resources in a secure and manageable infrastructure.

Objective 3: Manage information security risk ensuring that exposure of critical assets and information is balanced against the cost of prevention.

Objective 4: Implement processes for quick response and recovery from possible threats and compromises.

Objective 5: Develop and implement an information security awareness program for State of Utah employees.

Current and Projected Uses of Information Technology
Overview and Highlights

Utah Continues to Be Recognized Nationally for Cross-Agency Project Effectiveness

Utah's critically acclaimed OneStop web portal and registration site (OneStop Business Registration) for business information and services, won awards in separate national competitions. OSBR, the service that allows a new Utah business to register with multiple local, federal and state agencies online won "runner-up" category for business to government awards as part of the National Association of State Chief Information Officers (NASCIO) 2004 awards. As such, Utah placed second among the nineteen states that submitted a nomination in this category. Business.utah.gov also captured second place in the 2004 Digital Government Achievement Award for business to government services, sponsored by the Center For Digital Government.

It is also with great pleasure that we report that Utah scored 3rd in the Nation in the Brown University e-government study. This was particularly gratifying given that Utah improved its ranking from last years 17th place finish. Brown University researcher Darrell West commented that utah.gov's speciality services for businesses and job seekers helped Utah's ranking. The report also mentioned that "…each department site had the same link to all state online services, allowing the user to access them for any page off the portal." This feature was a result of agencies implementing a common "header and footer" for all utah.gov websites. The report also mentioned "24x7 online help" and "a quick link to all of the state's online services right on the main portal page..." as highly desirable features.

Utah held its ground this year in the comprehensive and newly re-designed 2004 Digital State Survey where Utah placed overall 8th in the Nation across all of its e-government and IT efforts. Unfortunately, because of contest rules, Utah was not permitted to compete in the coveted 2004 Best of the Web competition for the top website in the Nation since it finished in first place last year. Nevertheless, several new cross-agency initiatives were planned and implemented for the benefit of Utah's citizens.

Following on the successes of business.utah.gov, the Utah System of Higher Education, the State Office of Education, the Department of Workforce Services and private partner, Utah Interactive recently launched careers.utah.gov Careers is a one-stop specialty website focused on the needs of citizens who are investigating careers, exploring education and training, or looking for a job.

Also, a cross-agency committee led by the Department of Human Services, Division of Aging Services, deployed seniors.utah.gov another example of a specialized portal whose services are focused on the needs of Utah's senior citizens and their caregivers as well as the general public.

A partnership of three major agencies, Departments of Workforce Services, Health and Human Services, and the CIO has supported the development of eREP (Electronic

Resource and Eligibility Product) which provides the framework for a comprehensive electronic resource and eligibility product to support the TANF-related eligibility-based programs and activities for the citizens of Utah. "Utah Cares" is an online directory of service providers and is the first step in providing self-service capabilities. eREP provides the basis for expansion to include additional program requirements for food stamps and medicaid.

Utah's Wireless Integrated Network (UWIN) initiative is another example of a cross-agency cross-jurisdictional effort involving federal, state and local entities. UWIN has first accomplished interoperability of voice systems across health, public safety, transportation, and natural resources entities. During the second stage UWIN will also deploy secure wireless data transmission.

Utah has taken a broad statewide approach to developing geospatial capabilities for over twenty years. The focus has been on development of the SGID (State Geographic Information Database); the SGID is a centrally managed database of GIS data that has been developed by state, local and federal agencies in Utah. Several significant contributions were realized this year. Working with the USGS the state has statewide high resolution hydrography data that includes information about all the surface water features in Utah such as lakes, streams, rivers, springs and wells. State agencies collaborated with the Farm Service Agency to acquire current aerial photographic imagery that covers most of the state. Nearly all the roads in the state are documented in a GIS format through cooperative efforts between the state, county and federal governments. This base data layer is the foundation for supporting numerous statewide initiatives and programs such as E911, emergency planning and response, Blue Stakes of Utah, distribution of highway funds and distribution of taxes to local governments and special districts.

As we look back on our accomplishments and forward to the future we are both pragmatic and optimistic that Utah will remain among the leaders in the nation through being successful at capitalizing on the power of information technology to improve government services and our interactions with citizens and businesses of our state.

We will continue with the support of the legislature, to look for new and creative ways to provide incentives to support interagency collaboration so that the efficiencies of information technology can be more fully realized.

Changes in Infrastructure Needed Now

Although the development, deployment, support and maintenance of IT systems has never been simple, its complexity continues to increase dramatically. In government, several key forces have led to this trend. In 1998, Utah had approximately three transactional services on the Web. Of course, it was important to make these services available to citizens, but if the services were not available for a few hours or even a few days it was not catastrophic. The agency and its customers still knew how to function because paper processes were the rule rather than the exception. In these years e-

Government was a grand experiment, serious but still, an experiment. This experiment that was referred to then as "e-commerce" did not require huge infrastructure support and citizen expectations were low. The majority of citizens did not even have access to the Internet.

In six short years all this has changed. Citizens now comment that they are surprised if a service is NOT offered online. Expectations have shifted and along with it government practices. While citizens expected new services, Utah state government delivered them. The total is now upwards of 150+ online services to say nothing of the ever-expanding volume of content that has moved away from paper to electronic format. Some documents now are only available in electronic form, often at no cost, and citizens can print government documents directly, some of which are no longer available in printed form from a state agency. Some online services, particularly those directed at business constituents have adoption rates of close to 100% and may soon only available through the online distribution channel. Other services that are available online are new and reconfigured services that have never existed before as a manual process. The sheer volume of information and services and in some cases lack of alternative channels, make e-Government no longer an experiment, but a way of performing an agency's basic mission critical functions. Increasing reliance on technology has led to rising customer expectations and increasing responsibility that government keep information and services available always. 24X7X365 has moved from slogan and goal to an unalterable imperative. If the service isn't available at all times government begins to look ineffective and the "report card" that citizens give us will not be pleasant experience.

In addition to the trends of increasing reliance on online service delivery, the Internet and the Web continue to be challenged by hackers seeking opportunities to disrupt our networks, destroy and steal assets, and increase the complexity of IT resource management on both sides of the interaction between government and citizen. Hardening our infrastructure through improved security practices is essential but no more so than building new infrastructure that is both redundant and reliable in the event of a human initiated or natural disaster. Changes due to 9/11, increasingly sophisticated cyber-attacks, and the potential of a major earthquake along the Wasatch Front with a 50-year window, all add up to the need for an advanced infrastructure that makes government services always available through the elimination of "single points of failure."

Dynamic Redundant Environment (DRE)

Over two years in planning and deployment Utah through its contractor Utah Interactive (UI) has recently deployed DRE, effectively eliminating most single points of failure for applications and websites in its hosting environment. The deployment began in 2003 with the deployment of agency applications and websites hosted by UI into the state data center's co-located environment. UI then contracted with a third party provider for a mirrored environment at another location outside the Wasatch Front. As part of the design, an alternative path was made available external to the state's WAN thus by-passing any potential WAN outages or other outages associated with UEN. The third party hosting provider also offered alternative paths to the Internet cloud via two different

western cities thus eliminating those single points of failure. Finally, DRE was designed so that if any interruption of service occurred at any point, the web user would automatically be re-routed either to the ITS data center site or the mirrored site depending upon which was available. This has resulted in 40 applications and websites that have not experienced outages since the deployment of DRE this summer. This new infrastructure, although it is unlikely to win any awards has produced enormous added-value to the citizens and businesses of the state by addressing 24X7 e-Government even in the event of a disaster. It is important however to note that not all data in the state resides in this environment and so single points of failure still can exist pending other upgrades of infrastructure via ITS or state agencies. An example of an infrastructure upgrade that has eliminated a single point of failure of Internet access through UEN is the cooperative efforts of UEN and ITS to establish multiple routes to alternative ISPs at the UEN central routing facility. Also by 2005 an alternative Internet route via southern California will provide another entirely separate Internet connection. This essential work to provide reliability continues.

Highlights of Governance Initiatives

Executive Branch Governance

Governance and organization of information technology resources has been an ongoing topic of discussion since the later part of 1999. The CIO's Office in these discussions, has tended to support and encourage the use of shared resources where a business case supported increased efficiency.

Nevertheless state agency use of shared resources has varied greatly depending upon department philosophy. State agencies uniformly use some central resources such as the State's Wide Area Network, a central email product and a common network platform for local area networks (although with sometimes different versions of software). Agencies have for the most part, adopted a common router infrastructure and telephone services. Several state agencies utilize the state mainframe environment for some of their larger production systems. A few use the Richfield data center as a backup or primary environment. Most agencies (although not exclusively) rely on a common Domain Name Server (DNS) at ITS for registering websites under utah.gov or state.ut.us. In addition, ITS provides common support for many agencies located in regional centers including help desk and LAN support. Web hosting, applications development, database administration, security services and storage are provided through a variety of environments including agency provided, ITS provided or outsourced services. ITS has recently implemented enterprise web content filtering and Spam filtering. Other than in regional centers or within the Department of Administrative Services, the vast majority of the management of LANs, peripherals, desktops and help desks to support these services are provided by IT staff reporting directly to individual state agencies. In fact only about 1/3 of the State's IT employees report to ITS, while 2/3 report to individual state departments.

This has led to an environment where a few larger state departments have the critical mass of employees needed to support IT specialization. However, smaller departments have needed to rely on generalists in the IT area to accomplish their goals. This has been a major challenge for some agencies. They have risen to the challenge by using Utah Interactive or another private provider for the development of citizen or business facing government services and on ITS for housing and supporting their databases. In some cases it has been difficult for agencies to take advantage of e-government if they have not chosen one of these options. In these cases agencies have primarily focused on maintaining static, non-interactive websites and databases that reside on employee desktops. These same agencies also tend to shy away from citizen self-service and instead rely upon either manual processing or extensive data entry to accomplish their work. These agencies have probably been impacted the most by IT resource fragmentation.

It is in this environment that a number of small steps in governance have been initiated. As mentioned in last year's report, the Governor in 2002 saw a need for better collaboration on identifying and implementing projects that spanned agencies boundaries and engaged his executive leadership in a new process. Nevertheless funding of cross-agency IT projects remains a challenge in need of a solution.

The Utah Technology Commission (UTC) recommended to the legislature a new CIO statute that changed some of the duties of the IT Commission and the CIO. In 2004 the UTC has placed an increasing focus on coming to terms with IT governance in the executive branch. If new legislation that is anticipated becomes law, the CIO's Office stands ready to work with the UTC and state agencies to ensure a successful implementation of a new statute.

Actions in Response to 2004 Legislation

The Utah Legislature, during last general session:
- Enacted 63D-2 Government Internet Information Privacy Act to ensure the protection and privacy for citizens who enter personally identifiable information on government websites.
- Enacted HB30 to amendment 63A-6-105 to modify the rate committee for ITS, changing membership, location, and requiring ITS to conduct market analysis for services.
- Enacted HB31to amendment 63A-6-105 to require ITS to complete agency business justification for each project or purchase.

These legislative changes serve to further align the central IT service provider for the State of Utah to the requirements of the agencies it serves.

Under the provisions of 63D-01a-305 of Utah State Code for CIO rulemaking, as interpreted by the CIO, the office of the CIO has implemented several new rules for the benefit of the enterprise:
- R365-4 Subdomain naming conventions
- R365-6 IT Planning submission requirements for Agencies

- R365-7 Acceptable Use of IT Resources
- R365-10 Standards, Best Practices, and formation of an IT Council

In Progress:
- R365-11 Network Filtering Requirements (submitted 10/1/2004)
- R365-12 Security (In development)
- R365-xx Warning Banner requirements (Under consideration)

These rules provide State of Utah IT operations with clear direction on common processes and standards of excellence.
The IT Council, created through R365-10, will provide the foundation for the development of enterprise standards to significantly enhance overall IT effectiveness and security.

Executive Branch Strategic Plan

The CIO's Office worked collaboratively with the Cabinet, ITS and the agency IT Directors/ACIO's, and in July 2003 released the Executive Branch Information Technology Strategic Plan. An independent survey conducted following the final release of the plan indicated that those responding (24% response rate) showed an overall "mean" response of "moderately high" support for the plan and belief in its potential for achieving IT strategies. The current plan was reviewed for 2004 and remains the same for the coming year. The plan establishes seven strategic goals:

Goal 1: Create and operate Utah government services online that are accessible 24 hours a day, 7 days a week
Goal 2: Deliver integrated enterprise information systems and infrastructure that:
- Improve public access to state government functions
- Streamline processes to simplify agency/public interactions
- Meet the legal and business needs of state agencies
Goal 3: Maintain a competent IT workforce
Goal 4: Encourage the availability of affordable high-speed Internet access to every home, school, agency, and business to grow and enhance Utah's tech-savvy workforce and bring greater prosperity to the citizens and businesses of Utah
Goal 5: Improve IT Governance
Goal 6: Measure, track, and report performance and satisfaction with the delivery of services and
Goal 7: Ensure the confidentiality, integrity, privacy, and availability of data and other assets, and protect these assets from unauthorized disclosure, modification, or destruction

Highlights of Online Services and Successes Over the Last Year

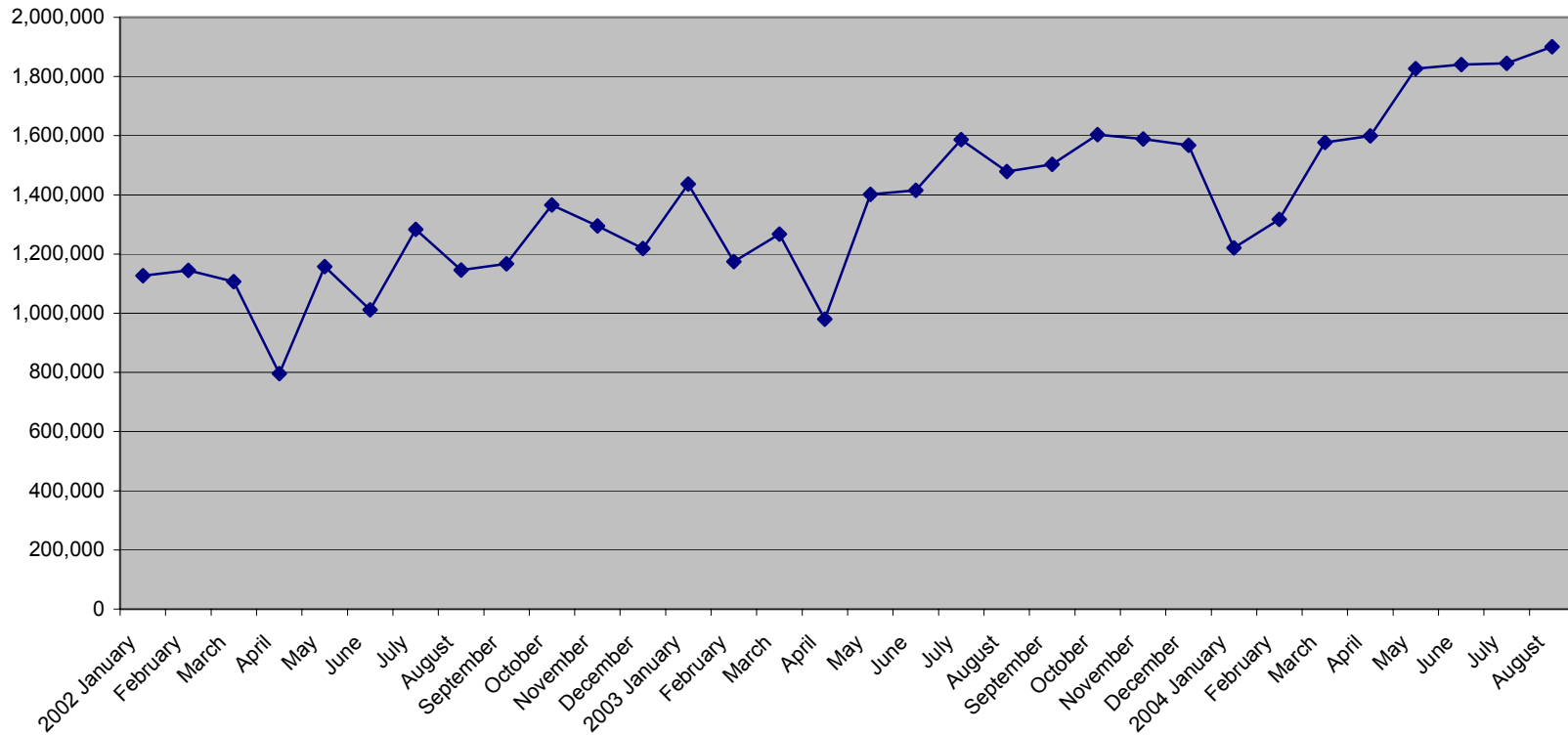## Continuing to Expand Online Government Services

Citizens and businesses expect government information and services to be delivered online. Utah is committed to continuing its leadership in meeting these expectations by modifying business practices to enable innovation in the service delivery. Utah delivers 220 plus online services to the ciizen and businesses of the State.

Current Online Government Services

24/7 Live Online Help
511 System for Traffic Information
ABC Online Ordering and Inventory System
Accident and Incident Reporting
Adoption Search
AG Orientation and Training
Aircraft Registration System
Amber Alert
Arbonet Virus Alert
Archives Records Transfer Service
Asbestos and Lead Permits
Baby Your Baby Online Materials Ordering
BabyWatch: Early Intervention
Big Game Permits
Budget Simulator for the Public
Business.utah.gov
Business Entity List
Business Entity Search
Business Name Availability
Business Registered Principal Search
Business Registration Renewal
Campground Reservation
CARE system
Careers.utah.gov
Central Filing System (CFS) Search
Check Your Health Online Materials ordering
CHIP Application – apply online
Coal Mine Photographic Tour
Coal Mining Water Quality Database
Coal Program Database (maps & descriptions)
Commercial Trailer Uniform Fee Guide
Commercial Truck Uniform Fee Guide
Commute Authorization Requests
CommuterLink
Controlled Substance Database
Copy Center Invoice Generator
Corporate Document and Image Search
Daily Motor Pool Reservation
DCED eNewsroom
DCED Events Registration and Management System
Dedicated Hunter Lookup
DEQ Air Quality Index
DHS Contract Management System
Disciplinary Actions
Division of Corporations Central Filing System
DOPL Request for Copy of Disciplinary File
DOPL Request for Duplicate License
Driver License Renewal
Driving Record System
Drought Conditions
DWS: Online Employment Exchange (jobs.utah.gov)
Utah Harvest Information Program (Div. of Wildlife)
DWS: Unemployment Insurance Tax: New Employer

Electronic Bid System for DOT Contractors
Electronic Funds Transfer Authorization (Finance)
Registration and Account Status Review
Energywise Online Videos
EMS Conference and seminar registration
Emergency Medical Services Information System (EMSIS)
Utah EMS AED Placement & Registration
E-Team Incident Management
EVendor Lookup
Real-time accident reporting
Facilities Focus – Management of State Facilities
Federal Surplus Property Search
Feed Registration Search
Fertilizer Registration Search
File a Public Utilities Complaint
File Administrative Rules Online
File an Unemployment Claim
Find Your Legislator
Finding Child Care
Finet Invoice Search
Forestry, Fire & State Lands Land Lease System
Foster Care Licensing
Generator Site Access Permitting
Health Facility Information System
Health Facility Listings
Healthy Utah Registration
Hunting and Fishing Licenses—public online application
Hunting and Fishing Licenses—agent online application
I2 Intelligence Analyst Notebook
IBIS-PH (Indicator Based Information System – Public Health)
ICJIS – secure online access for law enforcement to multiple databases, including drivers license
Impounded Vehicle Search
Insurance Codebook – Online Sales
Insurance Invoice Payment System
Insurance Search
Interactive Case Access - *Human Services*
Interactive State Highway Atlas
Interactive Statewide Topographic Map
Interactive Travel Forms
Interlibrary Loan Title Request
Internet Activity Reporting (eSAFE) - *Human Services*
ITS Report-a-Problem
Labor Market Statistics for Utah and other states
Law Enforcement Online (LEO)
Legislation Tracking
Licensee Renewals
Lifestyle Benefits for State Employees
Lobbyist Registration
Lobbyist Search
MapIT – create an online map

Maps.utah.gov
Microfilm Work Order Request
Motor Carrier Weight and Measure Permits
Motor Vehicle Dealer Directory
Motor Vehicle Record Search by Holder
National Environmental Information Exchange Network
New data-mining capabilities for State financial data warehouse
New Hire Registry
Newsbank
"No Child Left Behind" AYP reports
Notary Search
Nuclear Generator Site Access Permit and Renewal
Occupational and Professional Licensee Lookup
Occupational and Professional Licensee Renewal
Oil and Gas Data Collection System
One-Stop Business Registration
Online billing for copy services and state mail
Online birth reporting
Online complaint submission against Licensed Facilities
Online Court Assistance Program
Online Facility Construction Project Management Center
Online Film Resource Guide
Online Health Insurance Renewal
Online Management of Fish Hatcheries
Online Network Status Reporting System
Online OHV Application Request
Online Phonebill
Online Polling Search
Online request for Boating Safety materials
Online State Aircraft Requests (state only)
Online TC71 and TC71S Filing System (Sales Tax Filings)
Online Temporary Sales Tax Licensing
Online Tuition Payments – Weber State University
Online Voter Registration
Order Certified Copies of Marriage Licenses
Order Provider Immunization Materials online
ORS Case Access
Payment Express
Periodical Holdings Database
Personalized Plate Search
Pesticide Registration Search
PowerForward
Pre-Register for a Boat Slip Jordanelle State Park
Primary Care Network Online Application
Property Tax Application
Provider Internet Billing (e520) *Human Services*
Purchase and Reconciliation of Temporary Vehicle Permits
Purchasing Bid Notification System
Real Estate Licensee Lookup
Records Center Request
Regional Information Sharing System
Registered Charity Lookup
Renewal Express for Vehicles, OHV, Boats, and Snowmobiles
Renewal of Automobile Dealer and Sales Personnel Licenses
Request for Certificate of Insurance (Risk Management)
RoboHelp
Sales Tax Online
Secure Internet Link for Vital Events Records
Securities Licensee Lookup
Seniors.utah.gov
Smoking Cessation Program
Special Event Sales Tax Licenses and Filing
State Agency IAT
State agencies can order printing online

State Mail Invoice Generator
State Phone Directory
State Surplus Property Online Auction
State Surplus Property Search
State Water Plan Public Comment Application
Storm Water Permitting System
Submit Water Monitoring Data
Subsidized and Special Needs Housing Database
Surplus Property Online Auction
TaxExpress for Individual Income Tax
Title Lien Registration Information System
Tourist Map Request Form
Treatment License Application
UCC Filing
UCC Search Application
UDOT Electronic Bids
UGS Coal, Mineral, and Geothermal Interactive Map
UHP Active Incidents
UVSC Parking Pass Validation
Unclaimed Property Lookup
UI Benefits Claim Filing
Utah Candidate Reporting System
Utah Cares
Utah Core Research Center Sample Catalog
Utah Crime Data Online
Utah Historical Society Book Store Sales
Utah Impounded Vehicle Service
Utah Mentor
Utah Performance Assessment System for Students (U-PASS)
Utah Statewide Immunization System (WebKids)
Utah Tobacco Access Reporting System
Utah Wildlife Radio
Utah Gov Pay (plug & play payment portal)
Utah.gov Registrar
Utah Travel Council Online Store
Utility Encroachment Permits
Utilities Report of Personal Injury or Property Damage
Utilities Online Complaint Form
Vehicle Cost Comparison Utility (State Fleet)
Vendor Payment Voucher
Videostreaming of Court Proceedings
Vital Records Online Ordering
Virtual Utah Postcard
Watch Capitol construction online and other UCPB services
Watch Your Car
Water Conservation Multimedia
Water Operator Certification and Administration
Water Rights Location Calculator / Data Viewer
Web services to employers and employees experiencing layoffs
WeeCare Online enrollment
YearEnd Reporting - *Human Services*

Visits to State's Web Site Utah.gov
2002-2004

Steady Increase in Visits to Utah.gov

The chart above shows the steady growth in use of the site from just over one million visits per month to nearly two million visits over the last 2 ½ years. This is one indicator in the shift by citizens to seek online services and information.

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2004 CIO Awards for Innovative or Effective Use of Information Technology

The 2004 Governor's CIO Awards recognize outstanding accomplishments in e-government initiatives by state agencies, local government agencies and private sector partners. These information technology projects exemplify best practices in the design and implementation of customer-focused information technology services and business solutions.

- **Digital Democracy**
Office of Legislative Research and General Council -- Online "Tracking of Legislation"

During the 2004 legislative session 693 bills, joint and concurrent resolutions were drafted, amended, and substituted and voted on. Tracking the progress and changes of proposed legislation can be overwhelming. The online "tracking" application made that a more manageable task for everyone. You could add legislation of interest to a list that dynamically updates changes in status of a bill. Your customized list is maintained and shows the last action on the bill. Just go to one place see all the legislation you want to track.

- Customizing Payment Services for Businesses and Citizens
Utah Tax Commission—TaxExpress and PaymentExpress

We all have to deal with paying taxes at sometime, whether as an individual or as a business. For individuals filing their Utah income tax, TaxExpress is one of the easiest ways available and is absolutely free. For 2003 the service was expanded to allow more taxpayers to use this convenient service. About half of those who have to file a state income tax return qualify to use TaxExpress. Refunds through the TaxExpress system usually arrive in days, rather than weeks. But, TaxExpress isn't just for refund returns. You can use TaxExpress even if you owe taxes. Just choose the payment method that works best for you.

For other tax payments the Utah Tax Commission provides PaymentExpress—pay taxes online in 4 easy steps. Taxpayers can pay tax liabilities from a variety of payment documents such as returns, billing notices, payment agreements; there are 26 types of taxes that can be paid. Utah is one of only a few states that offer this service. Payments can be made by credit card or by electronic check. These online services are available at any time for the convenience of the taxpayer. This online payment solution provided the core for the statewide payment portal.

- **Public/Private Partnership to Increase Access to Government**
Information Technology Services, Dept. of Administrative Services and Utah Interactive, Inc. – 24/7 Live Online Help and Utah.gov

Utah raised the bar among states by providing 24/7 live online help on Utah.gov, the State web site. If you have a question, you can engage in a live chat session to get an answer. This service was achieved through collaboration among professional from Information Technology Services, Department of Administrative Services and Utah Interactive, Inc.—Utah's partner in web application development.

Because of features like 24/7 live help and a redesign of Utah.gov, Utah was awarded first place in Best of the Web by the Center for Digital Government. Utah.gov provides easy access and easy navigation to services and information from state agencies.

- **Outstanding Customer Service**

Office of Vital Records and Statistics, Department of Health—Secure Internet Link for Vital Records (SILVER)

When you need a certified copy of vital records of birth, death, marriage, or divorce you can go online to order and pay for copies using the services provided by the Office of Vital Records and Statistics. Your order is made across a secure connection to protect your information that is required for your order. This online service is not only convenient but saves time. Customers appreciate receiving their order in 2 days rather than 2 weeks.

- **Outstanding Online Application for Service to Business**

Division of Corporations and Commercial Code, Dept. of Commerce – Online Uniform Commercial Code Filing

The Utah Division of Corporation and Commercial Code is a filing office for Utah's business and financial community. UCC filing online ensures proper recording of debtors, secured parties, and collateral description in "real time." Because of the life cycle of these filings, timing is an important issue. Continuing or terminating a filing can be done in minutes. Secured parties can enter the information directly into the database anytime they want, or while the client waits. Searches provide a more precise indication of ownership interest in collateral. This online service provides more effective service and more efficient use of the Division's resources.

- **Leveraging a National Solution**

Division of Parks and Recreation, Dept. of Natural Resources—Online Reservation System

Planning your next camping vacation at a state park? You can make those reservations online. Select a park and check for available campsites; Utah parks have more than 2,000 campsites ranging from primitive to plush. Using an interactive map you can select a park, see a map of the park and of the campsites with a description of services available.   At your convenience you can make online reservations anytime. The Dept. of Natural Resources partnered with ReserveAmerica to leverage an already developed national application to include Utah State Parks.

- **Technology in Communications**

Department of Public Safety—Amber Alert System

Amber Alert is a warning system for child abduction cases. Through the Amber Alert instant notification can be sent to law enforcement agencies statewide as well as other state agencies, the media, vendors providing notification to their own groups, and to individuals requesting notification. Once an Alert is sent, it is also posted on Utah Department of Transportation automated highway signs and private automated signs. The alert goes to all types of devices—

pagers, cell phones, email, pc's in police vehicles. Radio stations and TV stations help broadcast the alert.

- **Government Goes eAuction**
Division of Fleet and Surplus Services, Dept. of Administrative Services—Online Auction

The state encourages the reuse of property it no longer needs through surplus sales. To increase convenience and access to potential buyers the Division of Fleet and Surplus Services has rolled out an online auction for surplus items. You can go online to view what is available and make your bid. The online auction has an end date and time and you can see the number of bids as well as the current amount bid. The online auction provides access to surplus items well beyond the regular 8am to 5pm hours of the Draper site.

- **Outstanding Online Application—Doing Business with Government**
Department of Transportation –Electronic Bid System for Contractors

UDOT's Electronic Bid System moved doing business with the state to a new level of professionalism. Contractors have access to bid details online and can use free UDOT developed software for bid preparation and online submission. Benefits realized for both contractors and the State exemplifies the performance achievable using technology. For example, UDOT realized 100 % time saving in entering bids and reductions in data entry error and discrepancies and 95% time savings for UTDOT staff to analyze bid results.   Contractor's benefits include online access to bid information, software for bid submission with internal checks to reduce omissions and errors, and updating of their submissions. A completed bid packet is digitally signed and saved to a secure digital vault managed by USERTrust.

The Electronic Bid Module was developed as part of the Project Development Business System which incorporated several aspects of construction management that had been stand alone or manual systems.

This year we have three outstanding enterprise projects we would like to recognize. Enterprise projects represent collaborative efforts of multiple agencies and organizations that share a common goal or objective to improve access and delivery of government services.

- **Outstanding Enterprise Initiative for Services for Citizens**
Department of Workforce Services, Department of Health, Department of Human Services, eREP Project Team, and Information and Referral Centers—Utah Cares

Utah Cares is an online directory of health and human services available in Utah. But it is more than just a directory, it is a free, confidential screening and referral tool that provides a pathway for citizens to access state and community services that can assist them in meeting supportive service needs. Utah Cares empowers those in need by giving them a tool that assists them to identify needs and potential service providers using an easy to use question and answer format.

- **Outstanding Enterprise Initiative for New Businesses**

Department of Workforce Services, Department of Commerce, Tax Commission, Salt Lake City, Sandy City, Provo City and Logan—One Stop Business Registration

One-Stop Business Registration has dramatically streamlined the process of getting a new business started. This cross-agency partnership involving multiple local, federal and state agencies allows a prospective new business to register and received the necessary licenses, approvals and ID numbers from one convenient 24X7 online government service location.

- **Outstanding Enterprise Initiative for Business**

Department of Community and Economic Development, Department of Commerce, Utah Interactive, Inc., Dept of Workforce Service, Tax Commission, Department of Administrative Services, Small Business Administration and Small Business Development Center –Web portal Business.utah.gov

Business.utah.gov is the one-stop resource for Utah businesses to find solutions for all phases of their organization's life cycles. Whether starting a business, running a business, relocating or closing a business, business.utah.gov is the online place to go for in-depth knowledge to help support our vibrant business community.

Agency IT Plans and Agency IT Financials

Summary of Agency IT Plans
State agencies submitted IT Plans for FY2005 and FY2006. The CIO reviewed and approved the agency plans based on completion of the plan requirements. Copies of the agency plans are included in the Appendix to this report in a CD format. The agency plans included the following components:
- Agency Mission Statement
- Agency Business Objectives Supported by IT Projects
- Agency IT Vision Statement
- Accomplishments of 2004
- Alignment of IT Projects with Business Objectives
- FY2005 Budget Projections and FY2006 Projected Budget Request

The Division of Information Technology Services also reviewed these plans.

The current status of IT plans by agency is summarized in table Agency IT Plans-2004. Most plans have been approved. Those that are pending or not approved are noted in the summary.

Summary of Agency IT Financials
The following summary of year-to-year IT financials includes actual IT expenditures for FY2003 and FY2004. (Agency IT Financials FY2003-FY2006.) For FY2005 and FY2006 the figures reflect the estimated budgets as submitted in the agency IT plans. These budgets were prepared prior to finalizing of the budget requests for the Office of Planning and Budget. This summary only includes related IT financial information for the Executive Branch of State Government.

The financial results of this report for were based on agency estimates for
- DP Current Expense
- DP Capital Expense
- Salary and Benefits

It should be noted that the budget for the Division of Information Technology Services, Dept. of Administrative Services is not included in the Executive Branch Totals as that would be a double counting of expenditures. The ITS revenues are included in the DP current expense budgets of other state entities purchasing ITS services.

Date Plan Received	Date verification Form Rec'd	Agency IT Plans 2004 Department/Agency/Division	IT Directors	Comments
30-Jun	18-Oct	Administrative Services	Dave Fletcher	Approved
30-Jun	20-Jul	Agriculture and Food	Renee Matsuura	Approved
28-Jun	28-Jun	Alcoholic Beverage Control	Brad Brown	Approved
30-Jun	1-Jul	Attorney General	Scott Morrill	Approved
25-Jun	25-Jun	Commerce	Dave Willis	Approved
1-Jul	20-Sep	Community & Economic Development	Sandi Dimond	Pending
1-Jul	1-Jul	Environmental Quality	Ryan Walker	Approved
30-Jun	7-Jul	Financial Institutions	Bruce Stewart	Approved
28-Jun	30-Jun	Governors Office	Ray Palmer	Approved
2-Aug	1-Jul	Health	Randy Fisher	Approved
30-Jun	30-Jun	Human Resource Management	Brent Cleverly	Approved
1-Jul	1-Jul	Human Services	Sue Martell	Approved
1-Jul	not required	Information Technology Services	Dave Fletcher	Approved
1-Jul	1-Jul	Insurance	Carl Meek	Approved
1-Jul	1-Jul	Labor Commission	Bill Gerow	Approved
4-Aug	1-Jul	Natural Resources	Lloyd Johnson	Pending
26-Jul	20-Sep	Public Safety	Phil Bates	Pending
19-Aug	24-Sep	Public Service Commission	Julie Orchard	Approved
30-Jun	30-Jun	State Auditor	Dale Dillon	Approved
		State Treasurer	Robert Kirk	Not approved; only budget submitted
1-Jul	18-Oct	Tax Commission	Kevin Van Ausdal	Approved
22-Jul	18-Oct	Trust Lands Administration	Jeff Roe	Approved
1-Jul	21-Jun	Utah Department of Corrections	GaeLyn Deland	Approved

	Agency IT Financials: FY2003-FY2006			
	FY2003	FY2004	FY2005	FY2006
	Total IT Actual	IT Plan	IT Plan	IT Plan
	Expenses $	Actual Est. $	Budget $	Budget $
Dept. of Administrative Services*	6,495,169	6,242,000	10,896,000	6,505,000
Dept. of Agriculture	651,159	197,000	336,000	351,000
Alcoholic Beverage Control	1,616,297	1,672,000	1,472,000	1,502,000
Dept. of Commerce	1,359,121	1,500,000	1,628,000	1,677,000
Dept. of Corrections	5,891,807	6,171,000	6,422,000	6,691,000
Board of Pardons and Parole	99,000	121,000	141,000	109,000
Dept.of Community & Economic Development	1,452,796	792,585	792,600	792,600
Elected Officials: Gov., AG Tr. SA EL	2,824,901	3,124,300	3,005,600	3,110,000
Dept. of Environmental Quality	1,588,464	1,734,000	3,402,000	2,585,000
Financial Institutions	105,736	143,000	159,000	249,000
Dept. of Health**	12,395,795	12,138,600	17,469,600	16,605,100
Dept. of Human Resource Management	869,942	1,053,000	1,125,000	1,073,000
Dept. of Human Services	22,556,479	23,403,000	23,440,000	23,403,000
Dept. of Insurance	505,389	797,000	1,014,000	1,037,000
Labor Commission	870,839	714,000	725,000	725,000
National Guard	1,078,290	90,000	90,000	90,000
Dept. of Natural Resources	3,555,347	2,906,000	3,268,700	3,406,000
Dept. of Public Safety	6,125,060	8,850,000	8,683,000	8,183,000
Public Service Commission	43,025	36,350	42,500	43,000
State Tax Commission***	9,546,009	9,251,200	8,499,800	8,499,800
Dept. of Transportation	9,420,463	8,850,000	8,683,000	8,183,000
State Trust Lands	817,045	820,000	787,000	857,000
Dept of Workforce Services	42,960,692	42,756,000	49,518,000	47,840,000
Executive Branch Totals	**$132,828,825**	**$133,362,035**	**$151,599,800**	**$143,516,500**
*ITS not included in DAS budget to avoid double accounting.ITS:		$46,900,000	$49,100,000	$52,000,000
**Increase from FY04 shown because FY04 not all projects included and Homeland security grant funds received				
**Tax FY05: $600,000 for streamlined sales tax not included				

Proposed IT Projects

This is a summary of agency proposed projects for the current year. For additional detail see each agency IT plan in the Appendix which is provided on the included CD.

Agriculture	Auditor
Registration of Food and Measuring Device Establishments Phase I Livestock Brand Registration phase II Product Registration phase II Animal ID Database	System Maintenance IDEA Audit Software Website Enhancement
Administrative Services	**Administrative Services (cont)**
ESS Implementation Finet Upgrade EVendor Upgrade to Cogno ReportNet Web replacement list Surplus auction enhancement Fuel Facility management Complaint database Online Motorpool Reservation Fuel Online Invoice FINET invoice scanning Accident online system Wright Express pilot DOT Aircraft Request System Enhancement Surplus Data Mining Fuel online monitoring	Fuel Data Mining DFCM Facility Focus Projectwise Document Management ISES- Facility Condition Assessments Facility Disaster Recovery Program Facility MAX Electronic Records Initiative Patron Registration System Digitization of Collections ERules 2.0 dcCMS dcFinders dcAgencyReports dcAttorney Reverse Auction
Alcoholic Beverage Control	**Attorney General**
Disaster Preparedness Conversion to .NET POS Signature Capture Document Management GERS E-1 Upgrades (2)	Identity Fraud Web Site Prosecutors Case Management Network Switch Upgrade
Commerce	**Community and Economic Development**
RE Online Renewals Re export exam COR ABR Phase III BR Images Online Online Change of Address CP Migration to LES RE online renewals Powersport/MVF online	Grants Management (GMIS) replacement Travel Resource Database enhancements Phase II Web Content Management (CMS) Customer Relationship Management (CRM) International Export Directory FAQ Management – knowledgebase WireReady Reading Digitization System MyPioneer Web Services Access to Electronic on-line state publications Public Library Central Information Exchange DCED Operations Infrastructure Management

Corrections	Environmental Quality
OOOS Replacement	Office Automation
UCI Finance	Content Management
Data Warehouse	Groundwater Database
Upgrade servers	SHW EDMS
Draper Switch	X-Ray Database
Salt Lake Switch	AQ Data Management
CUCF Super Switch	AQ HAPS Database
Zen Works	AQ Integrated Database
Infrastructure	AQ GIS
Medical/Web Training	ERR GIS
Web-enabled O-TRACK	ERR UST Database
Board of Pardons and Parole Office	DDW SDWIS
Automation Upgrades	WIFI
	Facility Profiler
Financial Institutions	**Governor's Office**
Replacement of desktops	Voter Information and State Tracking Application (VISTA)
	Budget Prep
Health	**Health (cont)**
Division of Community and Family Health :	Division of Epidemiology and Laboratory Services:
Baby & Toddler Online Tracking System (BTOTS)	Surveillance and Epidemiologic Response for Public Health (SERPH)
Baby Your Baby Database	Real-time Outbreak and Disease Surveillance (RODS)
Utah Cancer Control Program (UCCP) Database	Environmental Public Health Tracking (EPHT)
Child Health Advanced Records Management (CHARM)	Biomonitoring
Children With Special Health Care Needs (CSHCN)	Upgrade/Maintain HIV Treatment and Care Database
Healthy Utah Web Applications Using Member Database	Refugee Screening
Expanded Newborn Screening Program (NSP)	HIV Prev Contract
Utah Data Analysis and Reporting Tool (UDART)	Application and Tracking Internet Paperless Files
Universal Eligibility Screening and Application System (UESAS)	Newborn Screening Expansion
Utah Registry of Autism and Developmental Disabilities (URADD)	Division of Health Care Financing:
Utah Sexual Assault Tracking System (U-SAT)	MMIS Clinical Claims Editor Upgrade
	MMIS New Claims Adjudication System
	eREP MMIS Interfaces
Revision of WeeCare Perinatal Case Management Filemaker Pro Database	NCR Teradata Data Warehouse Upgrade
Women, Infant & Children (WIC) Program	Division of Health Systems Improvement:
Center for Health Data:	PCRH Database Continued Update and Maintenance Project
AIMS (Adult Immunization Management	Track and Monitor Health Care Providers
	Integration of Licensure Data Into Certification Data

System) Electronic Death Registration System (EDRS) Indicator-Based Information System for Public Health (IBIS-PH) Patient Safety ICD Web Querying System Registry of Stillbirth Events (ROSE) WebKIDS The Office of Children's Insurance & Access Initiatives (CIAI): Enhanced Online Applications for CHIP and PCN Integrate CHIP and PCN Features (Components) w/ New eRep Enhance CHIP Web Page – Allow Enrollees to Pay Premiums Online Executive Director's Office – Financial Operations: Budget Management System **Contract Tracking System**	Pre-Admission Program Reporting System BCI Integration for Notification of Disqualification. Office Automation BCI Database Integration with Facility Data System. Web based Prehospital Data System Emergency Medical Services Information System (EMSIS) Bio Terrorism Grant Projects: Utah Notification and Information System – UNIS NotifyLink Pilot Public Health Learning Management System - LMS Laboratory Information Management System – LIMS

Human Services
     Attorney General Application
     Combined Mental Health Database
     Dietary / Food Inventory Management
     Enterprise Permitting (Licensing)
     eREP Interfaces
     Guardianship / Conservatorship Case Management System
     Payment Processing Application
     Pocket SAFE Pilot
     Real Choice (Long Term Care)
     Services for People with Disabilities Management Information System
     Alcohol Server Rewrite
     CARE Information System
     Contract Management System Rewrite
     Data Warehouse
     E-Chart
	Human Services (cont)
	
	     National Aging Program Information System (NAPIS)
	     National Ombudsman Reporting System (NORS)
	     Office of Recovery Services Information System (ORSIS)
	     Prevention and Treatment System (PATS)
	     SAFE (Utah's Child Welfare Information System)
	     Unified Social Services Delivery System (USSDS)
	     Utah Tobacco Access Reporting System (UTARS) Rewrite
	     Networking / Desktop Infrastructure Maintenance and Support
	     Networking and Desktop Infrastructure Replacement and Expansion

Human Resource Management	Insurance
Production Support HR Employee Self Service HR Employee Portal SAP Analysis Systems Enhancements **Labor Commission** Maintenance SPUD -Adjudication Case Management System POC (Proof of Coverage) Load WEB Development EDI (Electronic Data Interchange)	Captive Insurer Online Application Captive Insurer Website Design Enterprise Content Management System SIRCON-gov Conversion Business Continuity-Richfield co-location E-Payment via ACH Transfers Online Continuing Ed-Provider/Agency Serv. Interactive Consumer Complaints UID Online Help Service –Phase III Financial Examination Automated Management Tool Website redesign Revenue Mgmt Reconciliation Automation I Non-PLMA License Processing-new/renewal Rate & Form Filing Full Integration Secure Online Fraud Referral System Revenue Mgmt Reconciliation Automation II
Natural Resources	**Public Safety**
Rewrite of Customer Online Application Implement Online Facility Maintenance and Inventory Tracking Online Dedicated Hunter Application CWD Data Collection Application Handheld Data Collection Application Big Game Data Application Online Hunter Education Application Online Law Enforcement Application On line Law Enforcement Daily Log Integration of Draw Contractor Data with Customer Database DNR Payment Portal Earthquake Proof IS Infrastructure Internal Well Permit Process and Tracking Program Clean Well History Data Make Well Logs Available Via Web	DPS Portal 700 MHz Mobile Data SAN redundancy solution Computer Aided Dispatch upgrade with XML Data Standard Safety Inspection Electronic Data Collection Upgrade from SNA to IP for AAMVAnet **National Guard** Office Automation
Tax Commission	**School and Institutional Trust Lands Administration**
Streamlines Sales Tax Withholding/ W2 High-Speed Scanning MVA Releases Annual Tax System Releases	Upgrade Land Management Business System BLM/County Owndership Integration LMGIS Geodatabase Design LMBS Web Enhancement LMGIS Lease Geodatabase LMGIS/LMBS Integreation Section 508 Compliance (Web site)

Transportation	Tranportation (cont)
Asset Management	Plan for Every Section
Location Reference	Structures Design
EPM Enhancement	Document Management
MMS System	PDBS Design/Build
CARS Conversion	Weigh in Motion
UDOT Web	Aeronautical Info Management System
Visualization	TOC CommuterLink
Online Permits	TOC CAD/ATMS Interfaces
PDBS Enhancement	Intelligent CADD ProjectWise
Right of Way	GPS Base Stations
Roads File & Traffic Analysis	PDBS Conversion
GIS System	POE Conversion
Materials Lab Testing	Projectwise Evaluation
Workforce Services	**Workforce Services (cont)**
Develop Disaster Recovery Plan & Implement	Voice Signature Print for Verification
Help Desk Rewrite	EFLEX
Web-Based Forms Project	CUBS Interface for Benefit Overpayment
Staff Tuition Reimbursement Application	CUBS Interface with CATS General Ledger
(Input screens & interfaces)	GUIDE Charging to Partial Inheritances for
Conversion of Access Eligibility Supervisory	Tax Rate Chgs(Fed. Req.)
Edit Database	Offset Food Stamp Overpayments Against
Develop of Web Training Application	UI Benefits
to Support CMS	eWage as a web service
3rd Tier Eligibility Editing System	Web Access to External DWS Service /
(tracks editor results)	Product
Policy and Procedures Help Desk Q&A	Providers (Summarizes Educ. Info. and
Lookup System	Allows
Career Management System 8/	for Provider Input and Updates)
Integrated Customer Education System	Develop ORS Web Access into UWORKS
On-line Payment Portal (Automated	Research / Redesign / Write New Self-
Collection Processing)	Directed
De-link Tanf / Food Stamp and Medical	Occupational Search Engine
Eligibility	Employment Exchange Shopping Cart
Potential Federal Food Stamp Changes	(Referral control)
HLCI Interface to eRep Customer Directory	External Customer Career Management
PACMIS Tanf/Child Care Conversion to eRep	System
Eliminate Using Special Projects Indicators	Web Crawler System (Employment Opport.
Tanf Reauthorization Changes (last of SFY05	Sys)
Or first of SFY06)	Completion / Rollout of Employment
CUBS Development	Counselor Imaging System
Cubs Web Initial Claims	Completion / Rollout of Public Assistance
UI Web Appeals	Overpayment Imaging System
	Completion / Rollout of eRep Imaging System
	Program & Test Federal UI Reports and Other
	Reports from CUBS

Information Technology Services (FY05)	
802.11 Access Expansion	Mainframe Restructuring and Migration
Actuate UMD Integration	Microwave Expansion
Asset Management	Mobile Data Network Routers
Better Billing (Feeder Systems)	Monitoring Product
Better Billing (Telecom)	Open Systems Metrics Automation
BlueZone Web Manager	Open Systems Server Consolidation
Campus Network Expansion	ORC Power Distribution and UPS
Channel Bank Replacement	Organizational Content Management System
Cluster File Server Fiber Channel Upgrade	Oracle and My SQL Backups (Incremental)
Communications Site Access	Organizational Content Management System
Communication Site Access Road—Logan Peak	Ordering Improvements
Communications Site Construction	PBX and Key Systems
Communication Site Generator Replacement	PerfPlan Update
Computer Security Incident Response Team	VPN Network Services
	R&D Lab Hardware, Licensing, and Software
COOP Plan	RACF/UMD Integration
CRM Software Implementation	Replace Obsolete Microwave Equipment
Data Center Upgrade	Security Assessment and Reporting Tools
DSL Access Upgrade	Server Upgrades (LAN)
Enterprise Anti-Virus Solution	Shared Linux Oracle Phase II
Enterprise Help Desk	SiteMinder Migration and Support
Firewall State Contract	State Innerweb Redesign
Forms	Storage Virtualization
Forms Workflow	Tivoli Archiving
GroupWise Administration	Tower Upgrades
GroupWise Archiving	UNIX Server Naming System
GroupWise Content Filtering	Voice Processing Systems
GroupWise/UMD Integration	Vulnerability Assessment Phase II
GroupWise Wireless PDA Synchronization	WAN Access Upgrades
HIPAA Planning and Assessment	WAN Core Services Upgrade
Hosting Control Panel Implementation	WAN Core Transport Redundancy
Identity Management Enhancements	WAN Distribution Upgrades
iFolder Product Implementation	WAN Growth Expansion and Spares
Internet Alternate Service Provider	Wasatch Front Fiber Network
Intrusion Prevention Services	Web Conferencing
Knowledge Base (Remedy)	Web Content Filtering
LAN Infrastructure Upgrades	Web Services UMD Plug-in
LES Narrowband Compliance	
LES/SRS (Maintenance, Narrowband, Omnilink Maintenance)	
Linux on the Desktop--Pilot	

Information Technology Services (FY06)	
Regional Center Infrastructure (UPS)	
Remedy Shared Hosting Product for Agencies	
Remedy SLA Module Implementation	
RF Data Center Infrastructure (PDU, Biometrics, Server Prep)	
RTLS/RFID for Homeland Security	
Sensornet Analysis (Opportunities,Strategy, and Infrastructure)	
Server Based Host IDS	
Server Upgrades	
Shared Oracle Linux Phase II	
SL Data Center Infrastructure (Mantrap, Biometrics, Maintenance)	
State/Higher Ed Grid Computing Partnership	
Storage Virtualization	
Utah Master Directory (UMD) (Enhance, Maintain, Expand Use)	
UTSD DP01 Cluster Expansion	
UWIN (Phase 2-3)	
Voice Processing Systems	
Voice Systems Inventory Control (Synchronization to Switch)	
VoIP Technology	
Volume Print in Richfield	
Vulnerability Assessment Phase II	
WAN Access (Agency & Remote Connections)	
WAN Core (Maintain Replace, Upgrade, RF Core Switch)	
WAN Distribution-Fiber on Wasatch Front	
WAN Distribution-Geographic Hubs (Maintain, Replace, Enhance	
WAN Network Traffic Monitoring (Hardware & Software)	
Web Load Testing Software	
Web Services Architecture Integration (UDDI, XML Integration, Security Appliances)	
Wireless E-911 Selective Router with Response Systems Integration	
Zero-day Start (UMD-DHRM-SAPAsset Tracking Integration)	